

PSC Consumer Connection



Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century

Issue 23 - July 2007

A quarterly publication of the Missouri Public Service Commission
Public Information & Education Department

PSC's Consumer Services Department

Consumers have certain rights to receive safe and adequate utility service, and the right to know the cost of the service that is being provided. The Missouri Public Service Commission's Consumer Services staff is available to answer questions regarding utility service. **Consumers should first attempt to resolve the complaint with their utility provider. If that contact does not resolve the issue, please call the PSC Consumer Services Department at 1-800-392-4211.** Consumer Services staff will work to help resolve any utility issues and provide assistance or other resources.

How Consumer Services can help you

Staff can investigate an inquiry or dispute if the concern pertains to:

- ◆ Rates or charges
- ◆ Installations or disconnections (proposed or recent)
- ◆ Responsibility for a bill
- ◆ A request for a deposit
- ◆ Refusal of service by a utility
- ◆ The quality and type of utility service
- ◆ A utility's policies and procedures

Consumer Services can provide additional information and resources

◆ Federal agencies can help resolve long distance issues ("slamming" and "cramming"); satellite TV; faxes; Internet; wireless communications; "800" and "900" number complaints; federally-mandated charges.

◆ Telemarketing and consumer fraud involving utility rates.



What a consumer should do:

A consumer should always first contact the utility to see if the company can help solve the problem. If unable to resolve the complaint with the utility, the PSC will contact the utility to see if there is a solution to the problem.

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102
Attention: Consumer Services Department
1-800-392-4211
1-573-526-1500 (FAX)

<http://www.psc.mo.gov/info-con-complaint-form.asp>

Complaints may be submitted by telephone, fax, letter, e-mail or in person. Depending on the complexity of the complaint, a written summary of the dispute and supporting documents may need to be included.

Consumer Services staff cannot help with inquiries or disputes concerning:

- Complaints related to cable television or satellite TV service
- Complaints related to cellular, high-speed data services or internet service providers
- Complaints regarding rural cooperatives, water and sewer districts or municipally-owned utilities (except for natural gas pipeline safety issues)
- Complaints concerning bottled propane or oil companies
- Complaints against landlords concerning high bills or disconnection of service
- Trash collection
- Merchandise sold to you by a public utility

The Missouri Public Service Commission does not regulate wireless telephone, cable television, or high-speed internet. The PSC also does not regulate the rates of municipally-owned utilities, rural cooperatives or water and sewer districts.

VIDEO SERVICES

In 2007, the General Assembly passed Senate Bill 284 (the 2007 Video Services Provider Act) which authorizes the PSC to issue state franchises for video service in political subdivisions such as cities, towns and counties. This new statewide system is intended to allow multiple companies to competitively offer cable and video services in the same area. Previously, contracts were awarded to single providers under franchises arranged by local counties or municipalities.

As of August 28, 2007, to obtain a state franchise, video service providers and incumbent cable operators must file applications with the PSC and provide notice to affected political subdivisions. The PSC's jurisdiction regarding these video providers and cable companies covers approvals of initial video service applications and notices indicating changes in service areas, transfers of video service authorization or termination of video service.

The PSC has no authority over rates, billing disputes or quality of service of video service providers.

However, a political subdivision may require its authorized video service provider(s) to adopt customer service requirements contained in the act. Further, the act requires video service providers to adopt informal processes for handling customer concerns regarding "billing issues, service issues and other complaints."

In the event an issue is not resolved, the law allows for confidential non-binding mediation with costs to be shared equally among the political subdivision and video service provider.

Finally, in the case of "repeated, willful, and material violations" of the customer service standards provided in the act, a political subdivision may file a complaint with the Missouri Administrative Hearing Commission seeking an order to revoke a company's video service authorization on behalf of aggrieved residents.

Specific questions regarding the law should be directed to your local state representative or senator.

New for 2007

"A Guide To Help Manage Your Utility Services"

A 38-page guidebook for consumers - available soon from the PSC

KANSAS CITY POWER & LIGHT COMPANY RATE INCREASE REQUEST

Kansas City Power & Light has filed an electric rate case with the PSC that would increase the company's annual electric operating revenues by \$45 million (8.3%). For the average residential customer, the increase would be approximately \$6 per month.

The PSC will be holding local public hearings to receive customer comments on the rate request.

Hearings will be held:

August 20, 2007 3:30 p.m.*

Saline County Career Center
900 West Vest

Marshall, Missouri
and

Videoconference Center of the Carrollton Public Library

1 North Folger

Carrollton, Missouri

August 22, 2007 11:30 a.m.* and 5:30 p.m.*

Jackson County Courthouse Legislative Chamber
415 East 12th Street
Kansas City, MO

* Approximately 30 minutes prior to each hearing, the PSC Staff will hold an informal question and answer session.

If you cannot attend a hearing, you may submit your comments to:

Missouri Public Service Commission
PO Box 360

Jefferson City, MO 65102

or by email: pscinfo@psc.mo.gov

or to:

Office of the Public Counsel

PO Box 2230

Jefferson City, MO 65102

or by email: opcservice@ded.mo.gov

You may also call the PSC's toll-free hotline
1-800-392-4211

Please reference Case No. ER-2007-0291

For printed materials regarding a number of consumer issues or copies of this newsletter, please call 573-751-7491 or email joyce.neuner@psc.mo.gov

Who to Contact: Missouri Public Service Commission
Consumer Hotline **1-800-392-4211**

or email: pscinfo@psc.mo.gov

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Consumer Services Department
P.O. Box 360
Jefferson City, MO 65102



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